DOCUMENT RESUME

ED 080 131 LI 004 436

TITLE	National Survey on Library Security.
INSTITUTION	Burns Security Inst., Briarcliff Manor, N.Y.
PUB DATE	Sep 73
NOTE	40p.; (0 References)
EDRS PRICE	MF-$0.65 HC-$3.29
DESCRIPTORS	*Book Thefts; Libraries; Library Materials; Library Surveys; *Public Libraries; Questionnaires; *Security; Vandalism

ABSTRACT

As educational and cultural centers, public libraries are in the mainstream of American life. Persistent library crime, such as pilferage, theft and vandalism, represents much more than financial loss. It deprives the public of access to irreplaceable books, rare manuscripts and other reference materials. Equally important, it inflicts hardships on budget-tight libraries wishing to replace increasingly expensive books. In recognition of such factors, Burns Security Institute, a private research unit devoted to the study of crime and how to better cope with it in the institutional, industrial and commercial areas, undertook a national survey on library security. Two-page questionnaires were returned by 255 public libraries in 39 states with annual circulation totaling more than 92 million volumes. The items covered in the survey, and reported upon in this volume, are: book theft, security controls, fire alarms, burglary alarms, guards, book recovery, overdue books, exhibits protection, violent crimes, major security problems, and improving security. (Author/SJ)

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National Survey on Library Security

LI 004 436

BURNS SECURITY INSTITUTE
BRIARCLIFF MANOR • NEW YORK 10510 • (914) 762-1606

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SEPTEMBER, 1973

As educational and cultural centers, public libraries are in the mainstream of American life. Persistent library crime, such as pilferage, theft and vandalism, represents much more than financial loss.

It deprives the public of access to irreplaceable books, rare manuscripts and other reference materials. Equally important, it inflicts hardships on budget-tight libraries wishing to replace increasingly expensive books.

In recognition of such factors, Burns Security Institute, a private research unit devoted to the study of crime and how to better cope with it in the institutional, industrial and commercial areas, undertook a national survey on library security.

The Institute gratefully acknowledges the cooperation of 255 officials who returned questionnaires making this report possible. Directors and chief librarians, concerned with the problems of adequate safeguards and maintaining high standards of service to their communities, have contributed to a better understanding of library protection problems and their possible solution.

D. Bruce Burns
Chairman
Burns Security Institute

OVERVIEW: Directors and chief librarians of 255 public libraries in 39 states with annual circulations totaling more than 92 million volumes returned two-page questionnaires covering some 60 individual items of information. Of the 255, 215 are municipal libraries. The others are county and regional libraries, and one state library.

These cooperating libraries reflect a representative cross-section ranging in size from 12,500 annual book circulation to 12 million.

Of 249 libraries reporting circulation, 200 are in the under - 500,000 annual category and 49, over. Twenty-four libraries with one million and more circulation account for 54 of the nearly 93 million total circulation.

The great majority of systems regard book theft and vandalism as the same or worse than five years ago.

Almost half the libraries reporting on protection measures have neither guards nor alarm systems. While vulnerable to pilferage, theft and vandalism, libraries are remarkably safe for staff and public. Crimes of violence reported on premises are negligible.

BOOK THEFT: Book theft ranks as the top security problem, seven of ten library officials state. However, many concede they can only guess at the extent of losses. The difficulty: no regular inventories.

In relation to inventories, respondents volunteer such comments as "new building opened two years ago and no inventory yet," "not enough staff to observe book stealing," and "we have not inventoried in the last five years."

A large majority of responding officials -- nine of ten -- are nearly equally divided on whether book theft is the same or worse than five years ago. Sixteen of 242 responding on this point see such thievery abating.

Only one of two venture to put a dollar figure on annual book losses. Many again point out they have no way of keeping a count on books that disappear and cannot give an accurate evaluation.

Of 140 libraries making estimates, annual losses total $437,400, or an average of $3,120 per library.

How many out-of-print or irreplaceable books are stolen each year? For 104 responding systems the total estimated figure is 8,900, an average of 85 books per library. In relation to internal theft, one of ten officials is willing to venture an opinion as to employee dishonesty; 24 go on record as believing employees are pilfering books or being dishonest in other ways.

SECURITY CONTROLS: One of 25 libraries considers its security procedures "strict." The others are divided between "moderate" and "loose."

When it comes to registration systems, however, officials feel they are in a better position. One of four libraries rates its registration as strict; one of two as "moderate," and only one of five as "loose."

In relation to physical protection, more than half the 226 responding on this matter have neither guards nor burglary and fire alarms.

Smaller libraries -- eight of ten of those under 100,000 circulation -- lack such safeguards.

Going up the circulation ladder, security gets somewhat better:

CIRCULATION	NEITHER GUARDS NOR ALARMS
200,000 - 299,999	Six of ten
300,000 - 499,999	Four of ten
500,000 Plus	Three of ten

FIRE ALARMS: The best overall record in any one phase of protection involves fire alarms -- with fewer than four of ten libraries having systems.

Two of ten with circulations under 200,000 have fire alarms with the proportion going up to six of ten in the over 500,000 class.

For all but the largest libraries in the over 500,000 range, water sprinkler coverage is negligible -- slightly more than one of ten. This ratio rises to four of ten in the larger systems.

BURGLAR ALARMS: A low ratio -- one of four libraries -- has an anti-intrusion alarm system, although burglary alarms rate as the fourth most desired item to improve security.

Electronic systems directly connected to police, or otherwise bringing prompt response, are seen as an answer to the break-in problem.

GUARDS: Eighty-four cooperating libraries, or one third, report on the number of guards employed, a total of 198. Of these systems, 37 or four of ten, have no guards. Seventeen systems in the 500,000-plus circulation category employ 148, or 75 per cent of all guards. Thirty-three smaller libraries employ 48 guards, averaging 1.4 guards per system. Average employment jumps to 8.7 guards for larger systems; however, four of 21 larger systems are without guards. Another four employ an aggregate 121 guards, or six of ten of the total.

BOOK RECOVERY: Two of three libraries have no detailed recovery plans. Books damaged from fire, smoke, water or rough handling must be restored and those damaged beyond repair, reordered.

Are restorations handled by staff, outside professionals, supervised volunteers or a combination of these? What priority of restoration, particularly in out-of-print-volumes, is advisable? These and other questions seemingly go unanswered until a conflagration or other disaster prods decision-making -- meanwhile delaying the process of getting the library back to full service.

OVERDUE BOOKS: Another phase of book recovery, getting back overdue volumes, is rated the third most troublesome problem The large majority depend primarily on written notices to accomplish this. Additional steps are taken, sometimes in combination; but not exceeding 15 per cent for any one procedure.

Thirteen per cent turn to city police for collection; 12 per cent follow up by telephone; another 12 per cent dispatch library security officers; eight per cent use messengers while 15 per cent follow other procedures, such as a city collection agent, credit bureau, city solicitor. One library declares a week of amnesty during which books may be returned without fines.

EXHIBITS PROTECTION: Other than books the one item most commonly on view in a library is the permanent or special exhibit. Every library has an exhibit some time in the year. Three of ten say they have permanent ones; the others temporary ones.

Seven of ten report they have no special protection for valuable displays. The ratio is virtually the same when it comes to safeguarding manuscripts, reference books and periodicals.

SECURED BOOK AREAS: Secured book stacks are intended to restrict access to valuable, historic or other rare volumes. Reporting libraries indicate a liberal open door policy prevails for patrons.

Of 240 libraries reporting on access, 68 have open stacks only. The remaining 172 give closed stacks entry as shown in the following table:

Persons Admitted	No. of Libraries
Librarians	172
Researchers	78
Writers	51
Curators	38
Others	38

Some libraries admitting patrons to secured stacks comment it is done only under supervision. Others give access to "any responsible library user" or to anyone who can "prove a need." Still others admit on signature.

KEY CONTROL: Most libraries consider their lock and key control systems as adequate or better, judging from response by 241 officials.

One of two, rate their systems "moderate," one of four "strict" and one of five "loose." Lock and key control ranks ninth as a security problem.

VIOLENT CRIMES: Libraries can still be considered sanctuaries where the occurrence of violence is a rarity, according to officials. In response to a question about the seriousness of assaults, 187 of 200 respondents classify violence as "negligible." Only two consider assaults, "serious," while 11 rate them "moderate."

Statistics bear out the "negligible" majority opinion. Only 41 assaults in the past year are tallied for 136 reporting systems, 115 of whom say they have had no crimes of violence.

Nine of ten libraries under 500,000 circulation escaped such crime; one of two in the larger systems. Of the 21 systems listing assaults, 22 occurred in ten under-500,000 circulation libraries; 19 in eleven larger ones.

MAJOR SECURITY PROBLEMS: In response to the question "what are your top three security problems?" 205 officials pinpoint book theft, vandalism and non-return of books as the major concerns.

By frequency of mention, here are the ten major serious problems:

Book theft	(187)
Vandalism	(72)
Non-return of books	(42)
Book mutilation	(31)
Disorderly conduct	(31)
Architectural layout & too many exits	(27)
Theft of library/personal property	(22)
Burglary, breaking & entering	(13)
Lock & key security	(9)
Lack of staff	(9)

Eighteen library systems specify an assortment of other problems including harrassment of persons outside the library, noise, petty cash theft, sex offenders, and a complaint about "library policy that assumes everyone is honest."

SMALL VS. LARGE: While theft generally is believed a dominant crime of the big city, library opinion seems to reverse this notion. Book theft is rated a serious problem by 62, or four of five reporting libraries under 200,000 annual book circulation, compared to 34, or three of four in the 500,000-plus category. Vandalism - including graffiti, window breakage and damage to premises and furniture - is rated a serious offense by 56, or one of four libraries under 500,000 circulation compared to 16, or one of three larger ones.

Smaller libraries are in agreement with larger ones in respect to the third rated problem, book return. About one of five respondents on this matter considers non-return a major concern.

In connection with book mutilation, smaller libraries register relatively more complaints than larger institutions. Bigger libraries have a greater problem with disorderly persons, according to the response.

IMPROVING SECURITY:

Seven of ten cooperating officials believe they have answers to the security problems. One hundred seventy-two of the 255 specify wanted safeguards to prevent theft and increase safety.

The top solutions are --

Exit book detection	(86)
Uniformed guards	(39)
More functional buildings	(35)
Burglary alarm systems	(21)
Bigger staffs	(13)
Better book return systems	(13)
Stricter law enforcement	(12)
Better registration systems	(12)
Public education programs	(12)
More alert staff	(9)
Fire alarm systems	(9)

Four of ten libraries recommending measures to improve security want exit systems, either electronic or human, to find hidden books.

Forty-one of the 74 prefer automated book detection; the others, checkpoints for personnel to inspect bags and packages.

CONCLUSIONS: With libraries obviously needing and wanting electronic and manpower safeguards, a logical first step in obtaining improved security is the periodic inventory. Since many systems do not know how many volumes are stolen, it is difficult for them to make a case for budgeting to city fathers and funding groups for costly improvements.

Knowing what books are in stacks and those that are out and "safe" can be important as well for insurance considerations related to theft, book mutilations and fire.

In these days of high crime incidence, library systems understandably are concerned about curtailing thievery and other offenses. However, the adverse impact of the

biggest thief and vandal of all, fire, is largely overlooked by participants in this study.

The record shows six of ten libraries lack fire alarms; nearly nine of ten, automatic sprinkler systems.

Yet fire alarm devices trail the list of most-desired measures cited by libraries to improve protection, getting only nine mentions compared to the 21 for burglary alarms.

Two of three libraries have no detailed book recovery plans, in case of fire.

It is apparent therefore:

- Libraries needing fire alarm and sprinkler systems must make every effort to win the support of authorities and public in funding such installations.
- Officials must draft comprehensive plans for book recovery that assure prompt resumption of services after a fire.

One of the flagrant violations of good control concerns the secured stack areas. Libraries have the commendable intention of serving the broadest spectrum of patronage. On the other hand, making secured stacks available to almost everyone invites trouble and the possible loss of valuable and irreplaceable volumes.

When there is general access to an area, it is no longer secured. Entry to closed stacks should be kept at a minimum, preferably to not more than two members of the library staff, and definitely not to outsiders.

Book mutilation is another big concern, but one for which there may be a relatively simple solution. Free or token-priced photo copies of periodical and reference pages would do much to minimize the problem.

While actual assaults are infrequent, disorderly persons are a serious concern. Misbehavior may flare into something worse when offenders discover staff is unable to cope. On a chronic basis, disorderly conduct may discourage patrons from using library facilities.

Presence of a policeman or uniformed guard during the hours when there is apt to be disorderliness is usually enough to deter rowdyism, insolence and disruption.

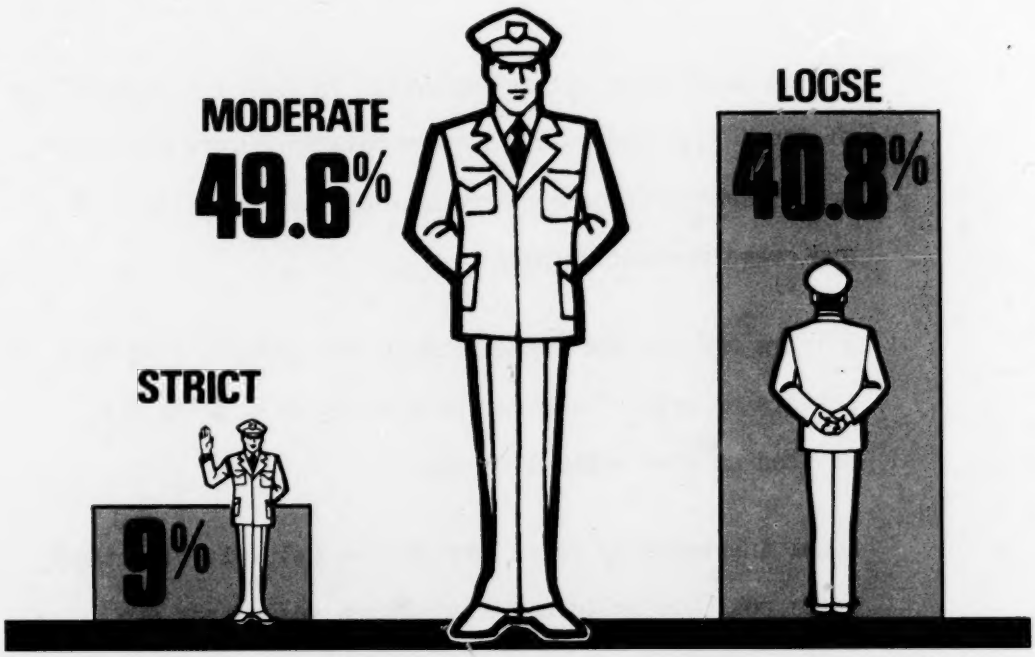
If police, because of their own manpower problems, are unable to assign one or more officers on premises or provide frequent patrols, some way should be found to budget for guards.

By the same token, it is essential to seek the cooperation of local fire and police departments to survey premises and present written recommendations for effective fire and crime prevention plans.

If fire and law enforcement units are unable to do this, private security firms may be willing to provide the desired surveys without charge.

Local insurance advisers can also be helpful. Insurance rates possibly would be reduced when safeguards are implemented.▲▲▲

SECURITY CONTROLS



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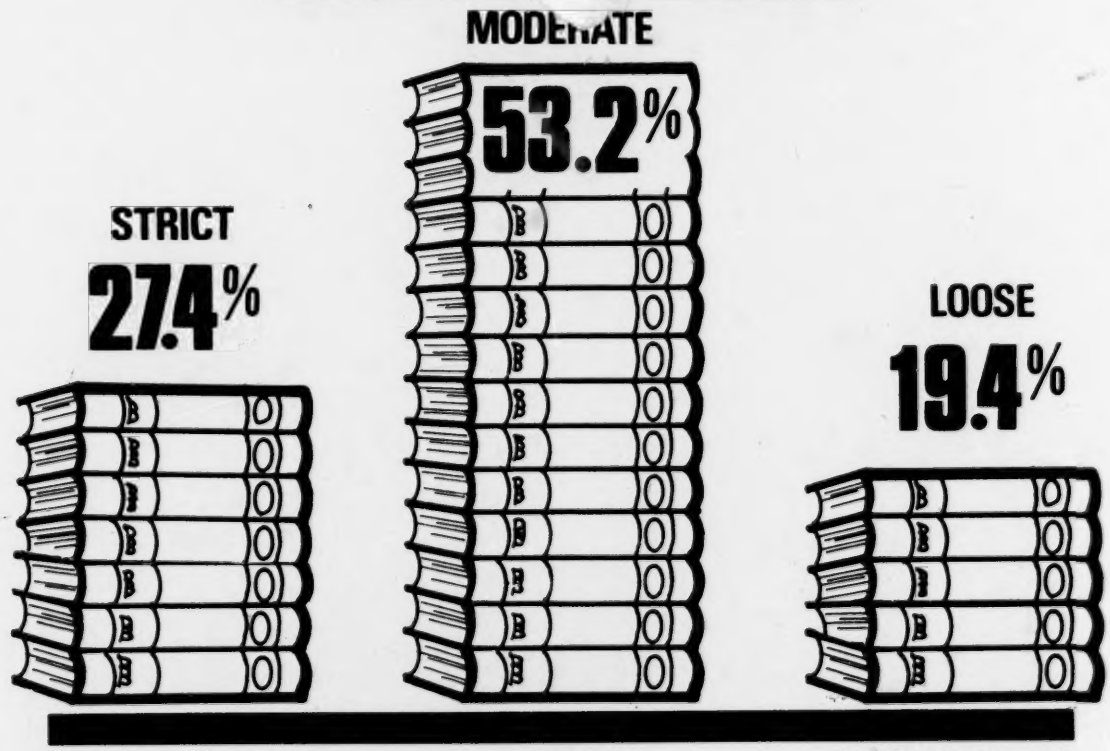
Book Regis[illegible]tion System



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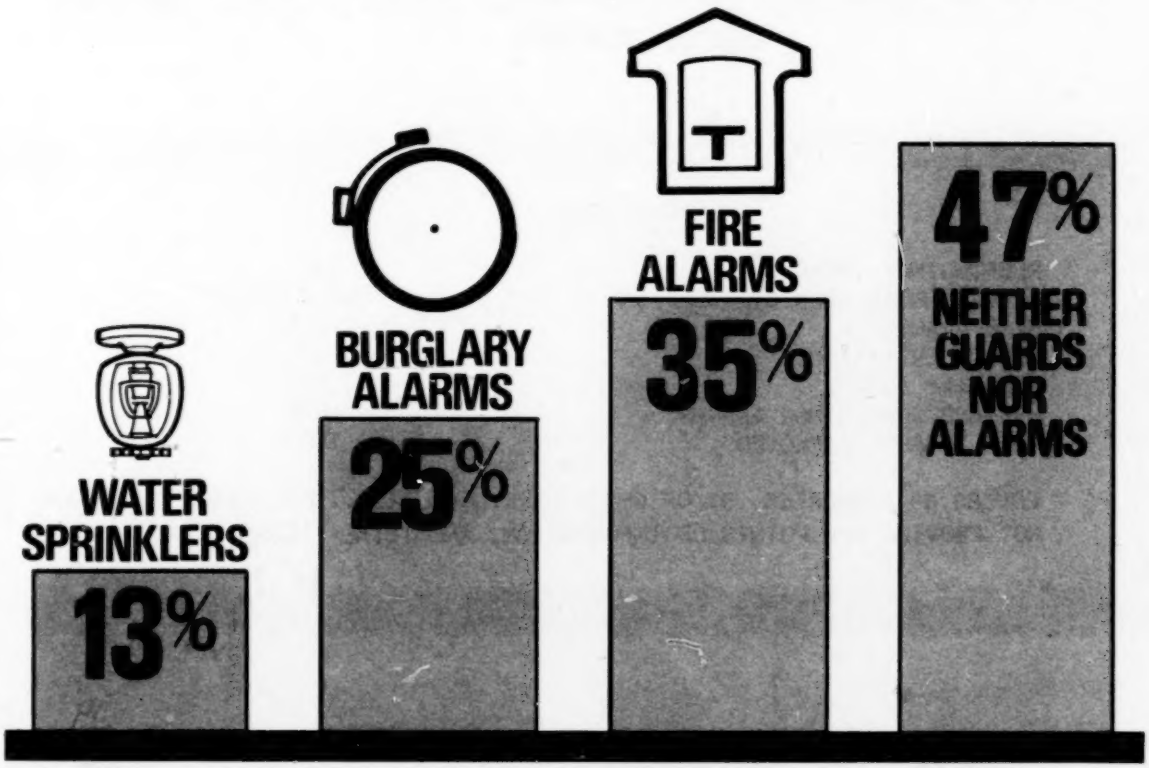
ELECTRONIC PROTECTION



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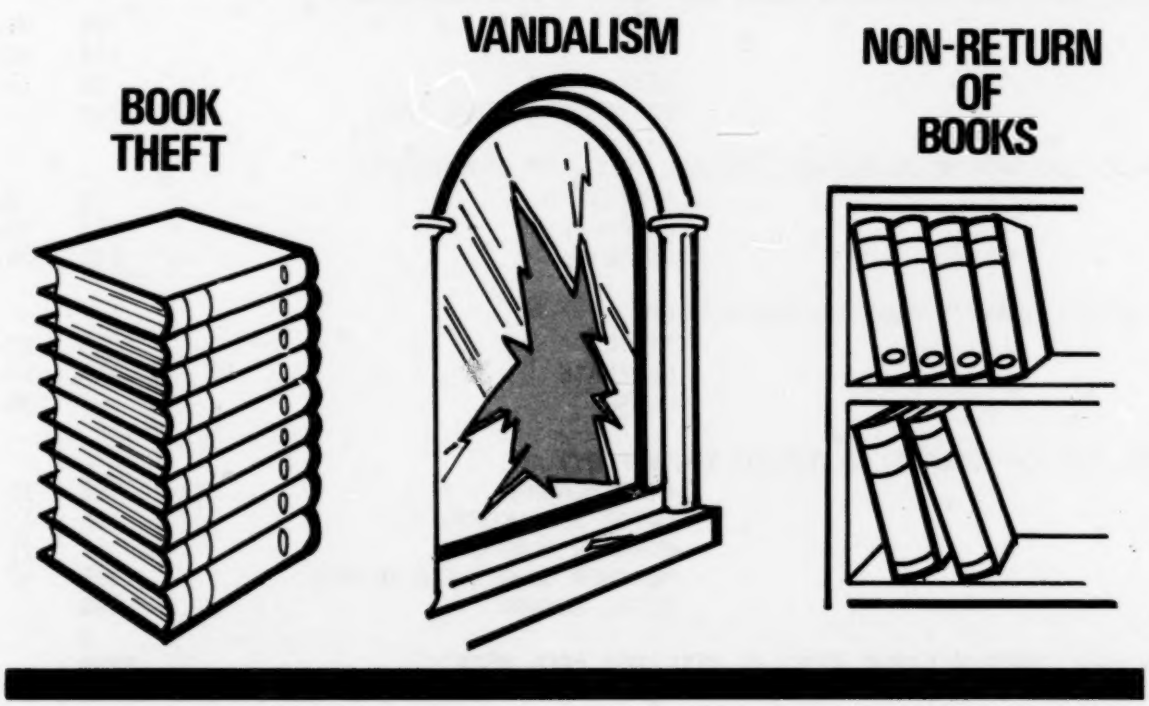
TOP 3 SECURITY PROBLEMS



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LIBRARY SECURITY SURVEY

NATIONAL RESPONSE

HIGHLIGHTS

RESPONDING LIBRARIES	255
TOTAL ANNUAL BOOK CIRCULATION	92.8 MILLION
FIRE ALARMS	35%
SPRINKLER SYSTEMS	13%
BURGLARY ALARMS	25%
NEITHER GUARDS NOR ALARMS	47%
TOTAL GUARDS EMPLOYED	198*

(* COVERS 84 LIBRARIES, 37 OF WHICH HAVE NO GUARDS. SOME RESPONDENTS DID NOT PROVIDE ALL POINTS OF INFORMATION, AND TOTAL FIGURES VARY.)

	NO.	%
HOW DO YOU RATE BOOK THEFT TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	108	44.6
SAME	118	48.8
LESS	16	6.6
ESTIMATED ANNUAL LOSS	$438,000	
HOW DO YOU RATE VANDALISM TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	99	40.6
SAME	106	43.4
LESS	39	16
ESTIMATED ANNUAL LOSS	$104,000	
HOW DO YOU RATE YOUR PRESENT OVERALL SECURITY PROCEDURES?		
STRICT	9	3.6
MODERATE	123	49.6
LOOSE	116	46.8
IS YOUR LIBRARY'S REGISTRATION SYSTEM ...		
STRICT	68	27.4
MODERATE	132	53.2
LOOSE	48	19.4
WHAT TYPE OF SECURITY SYSTEM DO YOU EMPLOY?		
FIRE ALARMS	91	35
WATER SPRINKLERS	36	13
BURGLAR ALARMS	47	25
NEITHER GUARDS NOR ALARMS	116	47
TOTAL GUARDS	198	
HOW MANY IRREPLACEABLE BOOKS DO YOU LOSE EACH YEAR?	8049	

		NO.	%
DO YOU HAVE VALUABLE ...			
	RARE MANUSCRIPTS DEPARTMENT	56	16.3
	PERMANENT EXHIBITS	63	25
	TEMPORARY EXHIBITS	166	65.9
DO YOU HAVE SPECIAL SECURITY FOR ...			
	REFERENCE BOOKS, PERIODICALS	80	32
	MANUSCRIPTS	57	22.8
	EXHIBITS	80	32
DO YOU HAVE A BOOK RECOVERY PLAN IN EVENT OF FIRE?		79	33.8
WHO HAS ACCESS TO SECURED BOOK STACKS?			
	CURATORS	38	19.8
	LIBRARIANS	172	89.6
	STUDENTS	37	19.3
	RESEARCHERS	78	40.6
	WRITERS	51	26.6
	OTHERS	38	19.8
DO YOU BELIEVE YOU HAVE AN EMPLOYEE THEFT PROBLEM THROUGH ...			
	PILFERAGE	22	91.6
	FORGERY	1	4.2
	OTHERS	1	4.2
HOW DO YOU RATE YOUR LOCK & KEY CONTROL SYSTEM?			
	STRICT	59	24.5
	MODERATE	132	54.8
	LOOSE	50	20.7
WHAT ARE YOUR BOOK RECOVERY PROCEDURES?			
	LIBRARY SECURITY	31	12.2
	CITY POLICE	34	13.4
	MAILED NOTICES	244	96.1
	TELEPHONE	31	12.2
	MESSENGER	20	7.9
	OTHERS	37	14.6
HOW DO YOU RATE OCCURRENCE OF ASSAULTS?			
	SERIOUS	2	1
	MODERATE	11	5.5
	NEGLIGIBLE	187	93.5
	NUMBER OF ASSAULTS IN YEAR	41	

WHAT ARE YOUR TOP SECURITY PROBLEMS?

BOOK THEFT	(187)	THEFT OF LIBRARY/PERSONAL PROPERTY	(22)
VANDALISM	(72)	BURGLARY/BREAKING & ENTERING	(13)
NON-RETURN OF BOOKS	(42)	LOCK & KEY SECURITY	(9)
BOOK MUTILATION	(31)	LACK OF STAFF	(9)
DISORDERLY CONDUCT	(31)	NO FIRE ALARMS	(5)
ARCHITECTURAL LAYOUT/TOO MANY EXITS	(27)		

WHAT WOULD YOU RECOMMEND TO IMPROVE LIBRARY SECURITY?

EXIT BOOK DETECTION	(86)	BETTER REGISTRATION SYSTEMS	(12)
UNIFORMED GUARDS	(39)	PUBLIC EDUCATION PROGRAMS	(12)
MORE FUNCTIONAL BUILDINGS	(35)	MORE ALERT STAFF	(10)
BURGLARY ALARM SYSTEMS	(21)	FIRE ALARM SYSTEMS	(9)
BIGGER STAFFS	(13)	BETTER LOCKS	(5)
BETTER BOOK RETURN SYSTEMS	(13)	FEWER LIBRARY USE RESTRICTIONS	(2)
STRICTER LAW ENFORCEMENT	(12)	FREE COPYING SERVICE	(2)

LIBRARY SECURITY SURVEY

GROUP RESPONSE BY CIRCULATION

UNDER 100,000

HIGHLIGHTS

RESPONDING LIBRARIES	43
TOTAL ANNUAL BOOK CIRCULATION	2.7 MILLION
FIRE ALARMS	15%
SPRINKLER SYSTEMS	10%
BURGLARY ALARMS	10%
NEITHER GUARDS NOR ALARMS	80%
TOTAL GUARDS EMPLOYED	3*

(* COVERS 7 LIBRARIES, 4 OF WHICH HAVE NO GUARDS. SOME RESPONDENTS DID NOT PROVIDE ALL POINTS OF INFORMATION, AND TOTAL FIGURES VARY.)

	NO.	%
HOW DO YOU RATE BOOK THEFT TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	13	34.2
SAME	23	60.5
LESS	2	5.3
ESTIMATED ANNUAL LOSS	$28,500	
HOW DO YOU RATE VANDALISM TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	14	34.2
SAME	19	46.3
LESS	8	19.5
ESTIMATED ANNUAL LOSS	$5,240	
HOW DO YOU RATE YOUR PRESENT OVERALL SECURITY PROCEDURES?		
STRICT	3	7.5
MODERATE	19	47.5
LOOSE	18	45
IS YOUR LIBRARY'S REGISTRATION SYSTEM ...		
STRICT	9	20.9
MODERATE	22	51.2
LOOSE	12	27.9
WHAT TYPE OF SECURITY SYSTEM DO YOU EMPLOY?		
FIRE ALARMS	6	15.4
WATER SPRINKLERS	4	10.3
BURGLAR ALARMS	4	10.3
NEITHER GUARDS NOR ALARMS	31	79.5
TOTAL GUARDS	3	
HOW MANY IRREPLACEABLE BOOKS DO YOU LOSE EACH YEAR?	973	

		NO.	%
DO YOU HAVE VALUABLE ...			
	RARE MANUSCRIPTS DEPARTMENT	7	16.3
	PERMANENT EXHIBITS	11	25.6
	TEMPORARY EXHIBITS	29	67.4
DO YOU HAVE SPECIAL SECURITY FOR ...			
	REFERENCE BOOKS, PERIODICALS	15	35.7
	MANUSCRIPTS	9	21.4
	EXHIBITS	8	19
DO YOU HAVE A BOOK RECOVERY PLAN IN EVENT OF FIRE?		11	27.5
WHO HAS ACCESS TO SECURED BOOK STACKS?			
	CURATORS	8	26.7
	LIBRARIANS	23	76.7
	STUDENTS	8	26.7
	RESEARCHERS	13	43.3
	WRITERS	9	30
	OTHERS	9	30
DO YOU BELIEVE YOU HAVE AN EMPLOYEE THEFT PROBLEM THROUGH ...			
	PILFERAGE	0	0
	FORGERY	0	0
	OTHERS	0	0
HOW DO YOU RATE YOUR LOCK & KEY CONTROL SYSTEM?			
	STRICT	9	23.1
	MODERATE	21	53.8
	LOOSE	9	23.1
WHAT ARE YOUR BOOK RECOVERY PROCEDURES?			
	LIBRARY SECURITY	3	7
	CITY POLICE	8	18.6
	MAILED NOTICES	41	95.3
	TELEPHONE	6	14
	MESSENGER	2	4.7
	OTHERS	6	14
HOW DO YOU RATE OCCURRENCE OF ASSAULTS?			
	SERIOUS	1	3.2
	MODERATE	0	0
	NEGLIGIBLE	30	96.8
	NUMBER OF ASSAULTS IN YEAR	1	

WHAT ARE YOUR TOP SECURITY PROBLEMS?

BOOK THEFT	(25)	DISORDERLY CONDUCT	(3)
VANDALISM	(8)	THEFT OF LIBRARY/PERSONAL PROPERTY	(3)
NON-RETURN OF BOOKS	(6)	BOOK MUTILATION	(1)
ARCHITECTURAL LAYOUT/TOO MANY EXITS	(4)	BURGLARY/BREAKING & ENTERING	(1)

WHAT WOULD YOU RECOMMEND TO IMPROVE LIBRARY SECURITY?

MORE FUNCTIONAL BUILDINGS	(8)	BETTER BOOK RETURN SYSTEM	(3)
EXIT BOOK DETECTION	(6)	PUBLIC EDUCATION PROGRAMS	(2)
BETTER REGISTRATION SYSTEMS	(4)	BIGGER STAFFS	(2)
UNIFORMED GUARDS	(3)	BURGLARY ALARM SYSTEMS	(2)
MORE ALERT STAFF	(3)	STRICTER LAW ENFORCEMENT	(1)
		BETTER LOCKS	(1)

LIBRARY SECURITY SURVEY

GROUP RESPONSE BY CIRCULATION

100,000 - 199,999

HIGHLIGHTS

RESPONDING LIBRARIES	57
TOTAL ANNUAL BOOK CIRCULATION	9.1 MILLION
FIRE ALARMS	27%
SPRINKLER SYSTEMS	5%
BURGLARY ALARMS	21%
NEITHER GUARDS NOR ALARMS	51%
TOTAL GUARDS EMPLOYED	5*

(* COVERS 13 LIBRARIES, 10 OF WHICH HAVE NO GUARDS. SOME RESPONDENTS DID NOT PROVIDE ALL POINTS OF INFORMATION, AND TOTAL FIGURES VARY.)

	NO.	%
HOW DO YOU RATE BOOK THEFT TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	28	50
SAME	27	48.2
LESS	1	1.8
ESTIMATED ANNUAL LOSS	$55,740	
HOW DO YOU RATE VANDALISM TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	25	44.6
SAME	22	39.3
LESS	9	16.1
ESTIMATED ANNUAL LOSS	$17,575	
HOW DO YOU RATE YOUR PRESENT OVERALL SECURITY PROCEDURES?		
STRICT	2	3.5
MODERATE	26	45.6
LOOSE	29	50.9
IS YOUR LIBRARY'S REGISTRATION SYSTEM ...		
STRICT	15	26.8
MODERATE	26	46.4
LOOSE	15	26.8
WHAT TYPE OF SECURITY SYSTEM DO YOU EMPLOY?		
FIRE ALARMS	15	26.8
WATER SPRINKLERS	3	5.4
BURGLAR ALARMS	7	12.5
NEITHER GUARDS NOR ALARMS	36	64.3
TOTAL GUARDS	5	
HOW MANY IRREPLACEABLE BOOKS DO YOU LOSE EACH YEAR?	1931	

		NO.	%
DO YOU HAVE VALUABLE ...			
	RARE MANUSCRIPTS DEPARTMENT	14	25
	PERMANENT EXHIBITS	10	17.9
	TEMPORARY EXHIBITS	37	66.1
DO YOU HAVE SPECIAL SECURITY FOR ...			
	REFERENCE BOOKS, PERIODICALS	13	23.2
	MANUSCRIPTS	11	19.6
	EXHIBITS	22	39.3
DO YOU HAVE A BOOK RECOVERY PLAN IN EVENT OF FIRE?		17	32.7
WHO HAS ACCESS TO SECURED BOOK STACKS?			
	CURATORS	5	11.9
	LIBRARIANS	39	92.9
	STUDENTS	6	14.3
	RESEARCHERS	20	47.6
	WRITERS	11	26.2
	OTHERS	7	16.7
DO YOU BELIEVE YOU HAVE AN EMPLOYEE THEFT PROBLEM THROUGH ...			
	PILFERAGE	3	75
	FORGERY	0	0
	OTHERS	1	25
HOW DO YOU RATE YOUR LOCK & KEY CONTROL SYSTEM?			
	STRICT	4	7.4
	MODERATE	40	74.1
	LOOSE	10	18.5
WHAT ARE YOUR BOOK RECOVERY PROCEDURES?			
	LIBRARY SECURITY	2	3.5
	CITY POLICE	11	19.3
	MAILED NOTICES	55	96.5
	TELEPHONE	11	19.3
	MESSENGER	6	10.5
	OTHERS	6	10.5
HOW DO YOU RATE OCCURRENCE OF ASSAULTS?			
	SERIOUS	0	0
	MODERATE	1	2.3
	NEGLIGIBLE	42	97.7
	NUMBER OF ASSAULTS IN YEAR.	2	

WHAT ARE YOUR TOP SECURITY PROBLEMS?

BOOK THEFT	(37)	LACK OF STAFF	(5)
VANDALISM	(20)	BURGLARY/BREAKING & ENTERING	(4)
NON-RETURN OF BOOKS	(11)	THEFT OF LIBRARY/PERSONAL PROPERTY	(3)
BOOK MUTILATION	(10)	DISORDERLY CONDUCT	(2)
ARCHITECTURAL LAYOUT/TOO MANY EXITS	(6)	LOCK & KEY SECURITY	(2)

WHAT WOULD YOU RECOMMEND TO IMPROVE LIBRARY SECURITY?

EXIT BOOK DETECTION	(21)	BETTER BOOK RETURN SYSTEM	(4)
UNIFORMED GUARDS	(11)	BETTER REGISTRATION SYSTEMS	(3)
BURGLARY ALARM SYSTEMS	(6)	FIRE ALARM SYSTEMS	(3)
MORE FUNCTIONAL BUILDINGS	(6)	PUBLIC EDUCATION PROGRAMS	(2)
BIGGER STAFFS	(5)	MORE ALERT STAFF	(2)
STRICTER LAW ENFORCEMENT	(4)	BETTER LOCKS	(1)
		FEWER LIBRARY USE RESTRICTIONS	(1)

LIBRARY SECURITY SURVEY

GROUP RESPONSE BY CIRCULATION

200,000 - 299,000

HIGHLIGHTS

RESPONDING LIBRARIES	49
TOTAL ANNUAL BOOK CIRCULATION	11.5 MILLION
FIRE ALARMS	41%
SPRINKLER SYSTEMS	12%
BURGLARY ALARMS	22%
NEITHER GUARDS NOR ALARMS	46%
TOTAL GUARDS EMPLOYED	10*

(* COVERS 14 LIBRARIES, 5 OF WHICH HAVE NO GUARDS. SOME RESPONDENTS DID NOT PROVIDE ALL POINTS OF INFORMATION, AND TOTAL FIGURES VARY.)

		NO.	%
HOW DO YOU RATE BOOK THEFT TODAY COMPARED TO FIVE YEARS AGO?			
	WORSE	17	36.2
	SAME	29	61.7
	LESS	1	2.1
	ESTIMATED ANNUAL LOSS	$57,590	
HOW DO YOU RATE VANDALISM TODAY COMPARED TO FIVE YEARS AGO?			
	WORSE	17	37
	SAME	23	50
	LESS	6	13
	ESTIMATED ANNUAL LOSS	$26,075	
HOW DO YOU RATE YOUR PRESENT OVERALL SECURITY PROCEDURES?			
	STRICT	0	0
	MODERATE	25	52.1
	LOOSE	23	47.9
IS YOUR LIBRARY'S REGISTRATION SYSTEM ...			
	STRICT	13	27.1
	MODERATE	29	60.4
	LOOSE	6	12.5
WHAT TYPE OF SECURITY SYSTEM DO YOU EMPLOY?			
	FIRE ALARMS	17	41.5
	WATER SPRINKLERS	5	12.2
	BURGLAR ALARMS	9	22
	NEITHER GUARDS NOR ALARMS	19	46.3
	TOTAL GUARDS	10	
HOW MANY IRREPLACEABLE BOOKS DO YOU LOSE EACH YEAR?		644	

		NO.	%
DO YOU HAVE VALUABLE ...			
	RARE MANUSCRIPTS DEPARTMENT	11	22.9
	PERMANENT EXHIBITS	13	27.1
	TEMPORARY EXHIBITS	32	66.7
DO YOU HAVE SPECIAL SECURITY FOR ...			
	REFERENCE BOOKS, PERIODICALS	16	34
	MANUSCRIPTS	10	21.3
	EXHIBITS	13	27.7
DO YOU HAVE A BOOK RECOVERY PLAN IN EVENT OF FIRE?		14	30.4
WHO HAS ACCESS TO SECURED BOOK STACKS?			
	CURATORS	7	20.6
	LIBRARIANS	30	88.2
	STUDENTS	6	17.6
	RESEARCHERS	13	38.2
	WRITERS	7	20.6
	OTHERS	6	17.6
DO YOU BELIEVE YOU HAVE AN EMPLOYEE THEFT PROBLEM THROUGH ...			
	PILFERAGE	2	100
	FORGERY	0	0
	OTHERS	0	0
HOW DO YOU RATE YOUR LOCK & KEY CONTROL SYSTEM?			
	STRICT	10	20.8
	MODERATE	23	47.9
	LOOSE	15	31.3
WHAT ARE YOUR BOOK RECOVERY PROCEDURES?			
	LIBRARY SECURITY	2	4.1
	CITY POLICE	7	14.3
	MAILED NOTICES	49	100
	TELEPHONE	5	10.2
	MESSENGER	1	2
	OTHERS	8	16.3
HOW DO YOU RATE OCCURRENCE OF ASSAULTS?			
	SERIOUS	0	0
	MODERATE	3	8.3
	NEGLIGIBLE	33	91.7
	NUMBER OF ASSAULTS IN YEAR	9	

WHAT ARE YOUR TOP SECURITY PROBLEMS?

BOOK THEFT	(41)	THEFT OF LIBRARY/PERSONAL PROPERTY	(3)
VANDALISM	(14)	NO FIRE ALARMS	(3)
BOOK MUTILATION	(8)	LOCK & KEY SECURITY	(2)
NON-RETURN OF BOOKS	(7)	LACK OF STAFF	(2)
DISORDERLY CONDUCT	(4)	BURGLARY/BREAKING & ENTERING	(1)
ARCHITECTURAL LAYOUT/TOO MANY EXITS	(4)		

WHAT WOULD YOU RECOMMEND TO IMPROVE LIBRARY SECURITY?

EXIT BOOK DETECTION	(23)	STRICTER LAW ENFORCEMENT	(2)
UNIFORMED GUARDS	(4)	BETTER BOOK RETURN SYSTEM	(2)
BURGLARY ALARM SYSTEMS	(4)	PUBLIC EDUCATION PROGRAMS	(2)
MORE FUNCTIONAL BUILDINGS	(3)	FIRE ALARM SYSTEMS	(2)
		MORE ALERT STAFF	(2)

LIBRARY SECURITY SURVEY

GROUP RESPONSE BY CIRCULATION

300,000 - 499,999

HIGHLIGHTS

RESPONDING LIBRARIES	51
TOTAL ANNUAL BOOK CIRCULATION	19.6 MILLION
FIRE ALARMS	61%
SPRINKLER SYSTEMS	16%
BURGLARY ALARMS	32%
NEITHER GUARDS NOR ALARMS	29%
TOTAL GUARDS EMPLOYED	30*

(* COVERS 27 LIBRARIES, 10 OF WHICH HAVE NO GUARDS. SOME RESPONDENTS DID NOT PROVIDE ALL POINTS OF INFORMATION, AND TOTAL FIGURES VARY.)

	NO.	%
HOW DO YOU RATE BOOK THEFT TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	27	56.3
SAME	18	37.5
LESS	3	6.3
ESTIMATED ANNUAL LOSS	$149,100	
HOW DO YOU RATE VANDALISM TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	20	40.8
SAME	22	44.9
LESS	7	14.3
ESTIMATED ANNUAL LOSS	$38,850	
HOW DO YOU RATE YOUR PRESENT OVERALL SECURITY PROCEDURES?		
STRICT	2	4
MODERATE	24	48
LOOSE	24	48
IS YOUR LIBRARY'S REGISTRATION SYSTEM ...		
STRICT	15	31.3
MODERATE	25	52.1
LOOSE	8	16.7
WHAT TYPE OF SECURITY SYSTEM DO YOU EMPLOY?		
FIRE ALARMS	27	61.4
WATER SPRINKLERS	7	15.9
BURGLAR ALARMS	14	31.8
NEITHER GUARDS NOR ALARMS	15	34.1
TOTAL GUARDS	30	
HOW MANY IRREPLACEABLE BOOKS DO YOU LOSE EACH YEAR?	2,237	

		NO.	%
DO YOU HAVE VALUABLE ...			
	RARE MANUSCRIPTS DEPARTMENT	8	16
	PERMANENT EXHIBITS	13	26
	TEMPORARY EXHIBITS	33	66
DO YOU HAVE SPECIAL SECURITY FOR ...			
	REFERENCE BOOKS, PERIODICALS	17	33.3
	MANUSCRIPTS	8	15.7
	EXHIBITS	16	31.4
DO YOU HAVE A BOOK RECOVERY PLAN IN EVENT OF FIRE?		19	41.3
WHO HAS ACCESS TO SECURED BOOK STACKS?			
	CURATORS	7	17.9
	LIBRARIANS	38	97.4
	STUDENTS	8	20.5
	RESEARCHERS	15	38.5
	WRITERS	12	30.8
	OTHERS	5	12.8
DO YOU BELIEVE YOU HAVE AN EMPLOYEE THEFT PROBLEM THROUGH ...			
	PILFERAGE	4	100
	FORGERY	0	0
	OTHERS	0	0
HOW DO YOU RATE YOUR LOCK & KEY CONTROL SYSTEM?			
	STRICT	18	36.7
	MODERATE	22	44.9
	LOOSE	9	18.4
WHAT ARE YOUR BOOK RECOVERY PROCEDURES?			
	LIBRARY SECURITY	9	17.6
	CITY POLICE	5	9.8
	MAILED NOTICES	46	90.2
	TELEPHONE	6	11.8
	MESSENGER	4	7.8
	OTHERS	5	9.8
HOW DO YOU RATE OCCURRENCE OF ASSAULTS?			
	SERIOUS	0	0
	MODERATE	4	9.5
	NEGLIGIBLE	38	90.5
	NUMBER OF ASSAULTS IN YEAR	10	

WHAT ARE YOUR TOP SECURITY PROBLEMS?

BOOK THEFT	(37)	ARCHITECTURAL LAYOUT/TOO MANY EXITS	(6)
VANDALISM	(14)	THEFT OF LIBRARY/PERSONAL PROPERTY	(3)
DISORDERLY CONDUCT	(11)	BURGLARY/BREAKING & ENTERING	(2)
BOOK MUTILATION	(9)	LOCK & KEY SECURITY	(2)
NON-RETURN OF BOOKS	(8)	LACK OF STAFF	(2)

WHAT WOULD YOU RECOMMEND TO IMPROVE LIBRARY SECURITY?

EXIT BOOK DETECTION	(15)	BETTER REGISTRATION SYSTEMS	(4)
MORE FUNCTIONAL BUILDINGS	(10)	STRICTER LAW ENFORCEMENT	(3)
UNIFORMED GUARDS	(8)	FIRE ALARM SYSTEMS	(2)
BURGLARY ALARM SYSTEMS	(5)	MORE ALERT STAFF	(2)
PUBLIC EDUCATION PROGRAMS	(5)	FREE COPYING SERVICE	(2)
BIGGER STAFFS	(4)	BETTER BOOK RETURN SYSTEM	(1)
		BETTER LOCKS	(1)

LIBRARY SECURITY SURVEY

GROUP RESPONSE BY CIRCULATION

500,000 & OVER

HIGHLIGHTS

RESPONDING LIBRARIES	49
TOTAL ANNUAL BOOK CIRCULATION	49.9 MILLION
FIRE ALARMS	57%
SPRINKLER SYSTEMS	38%
BURGLARY ALARMS	26%
NEITHER GUARDS NOR ALARMS	33%
TOTAL GUARDS EMPLOYED	148*

(* COVERS 21 LIBRARIES, 4 OF WHICH HAVE NO GUARDS. SOME RESPONDENTS DID NOT PROVIDE ALL POINTS OF INFORMATION, AND TOTAL FIGURES VARY.)

	NO.	%
HOW DO YOU RATE BOOK THEFT TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	22	46.8
SAME	17	36.2
LESS	8	17
ESTIMATED ANNUAL LOSS	$131,435	
HOW DO YOU RATE VANDALISM TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	22	46.8
SAME	18	38.3
LESS	7	14.9
ESTIMATED ANNUAL LOSS	$15,900	
HOW DO YOU RATE YOUR PRESENT OVERALL SECURITY PROCEDURES?		
STRICT	2	4.3
MODERATE	26	55.3
LOOSE	19	40.4
IS YOUR LIBRARY'S REGISTRATION SYSTEM ...		
STRICT	15	31.3
MODERATE	26	54.2
LOOSE	7	14.5
WHAT TYPE OF SECURITY SYSTEM DO YOU EMPLOY?		
FIRE ALARMS	24	57.1
WATER SPRINKLERS	16	38.1
BURGLAR ALARMS	11	26.2
NEITHER GUARDS NOR ALARMS	14	33.3
TOTAL GUARDS	148	
HOW MANY IRREPLACEABLE BOOKS DO YOU LOSE EACH YEAR?	2,264	

		NO.	%
DO YOU HAVE VALUABLE ...			
	RARE MANUSCRIPTS DEPARTMENT	15	30.6
	PERMANENT EXHIBITS	13	26.5
	TEMPORARY EXHIBITS	38	77.6
DO YOU HAVE SPECIAL SECURITY FOR ...			
	REFERENCE BOOKS, PERIODICALS	18	37.5
	MANUSCRIPTS	18	37.5
	EXHIBITS	19	39.6
DO YOU HAVE A BOOK RECOVERY PLAN IN EVENT OF FIRE?		17	37.8
WHO HAS ACCESS TO SECURED BOOK STACKS?			
	CURATORS	9	21.4
	LIBRARIANS	38	90.5
	STUDENTS	6	14.3
	RESEARCHERS	14	33.3
	WRITERS	9	21.4
	OTHERS	11	26.2
DO YOU BELIEVE YOU HAVE AN EMPLOYEE THEFT PROBLEM THROUGH ...			
	PILFERAGE	13	92.9
	FORGERY	1	7.1
	OTHERS	0	0
HOW DO YOU RATE YOUR LOCK & KEY CONTROL SYSTEM?			
	STRICT	16	34.8
	MODERATE	24	52.2
	LOOSE	6	13
WHAT ARE YOUR BOOK RECOVERY PROCEDURES?			
	LIBRARY SECURITY	14	29.2
	CITY POLICE	3	6.3
	MAILED NOTICES	47	97.9
	TELEPHONE	3	6.3
	MESSENGER	7	14.6
	OTHERS	10	20.8
HOW DO YOU RATE OCCURRENCE OF ASSAULTS?			
	SERIOUS	1	2.3
	MODERATE	3	7
	NEGLIGIBLE	39	90.7
	NUMBER OF ASSAULTS IN YEAR	19	

WHAT ARE YOUR TOP SECURITY PROBLEMS?

BOOK THEFT	(34)	ARCHITECTURAL LAYOUT/TOO MANY EXITS	(7)
VANDALISM	(16)	BURGLARY/BREAKING & ENTERING	(5)
DISORDERLY CONDUCT	(11)	BOOK MUTILATION	(3)
NON-RETURN OF BOOKS	(9)	LOCK & KEY SECURITY	(3)
THEFT OF LIBRARY/PERSONAL PROPERTY	(9)		

WHAT WOULD YOU RECOMMEND TO IMPROVE LIBRARY SECURITY?

EXIT BOOK DETECTION	(19)	STRICTER LAW ENFORCEMENT	(2)
UNIFORMED GUARDS	(13)	BETTER LOCKS	(2)
MORE FUNCTIONAL BUILDINGS	(8)	BETTER REGISTRATION SYSTEMS	(1)
BURGLARY ALARM SYSTEMS	(4)	PUBLIC EDUCATION PROGRAMS	(1)
BETTER BOOK RETURN SYSTEM	(3)	FIRE ALARM SYSTEMS	(1)
BIGGER STAFFS	(2)	MORE ALERT STAFF	(1)
		FEWER LIBRARY USE RESTRICTIONS	(1)

LIBRARY SECURITY SURVEY

GROUP RESPONSE BY CIRCULATION

UNLISTED

HIGHLIGHTS

RESPONDING LIBRARIES	6
TOTAL ANNUAL BOOK CIRCULATION	(NOT LISTED)
FIRE ALARMS	20%
SPRINKLER SYSTEMS	0
BURGLARY ALARMS	40%
NEITHER GUARDS NOR ALARMS	40%
TOTAL GUARDS EMPLOYED	2*

(* COVERS 6 LIBRARIES, 4 OF WHICH HAVE NO GUARDS. SOME RESPONDENTS DID NOT PROVIDE ALL POINTS OF INFORMATION, AND TOTAL FIGURES VARY.)

	NO.	%
HOW DO YOU RATE BOOK THEFT TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	1	16.7
SAME	4	66.6
LESS	1	16.7
ESTIMATED ANNUAL LOSS	$15,000	
HOW DO YOU RATE VANDALISM TODAY COMPARED TO FIVE YEARS AGO?		
WORSE	1	16.7
SAME	2	33.3
LESS	3	50
ESTIMATED ANNUAL LOSS	$3,900	
HOW DO YOU RATE YOUR PRESENT OVERALL SECURITY PROCEDURES?		
STRICT	1	16.7
MODERATE	4	66.6
LOOSE	1	16.7
IS YOUR LIBRARY'S REGISTRATION SYSTEM ...		
STRICT	1	16.7
MODERATE	4	66.6
LOOSE	1	16.7
WHAT TYPE OF SECURITY SYSTEM DO YOU EMPLOY?		
FIRE ALARMS	1	20
WATER SPRINKLERS	0	0
BURGLAR ALARMS	2	40
NEITHER GUARDS NOR ALARMS	2	40
TOTAL GUARDS	2	
HOW MANY IRREPLACEABLE BOOKS DO YOU LOSE EACH YEAR?	840	

		NO.	%
DO YOU HAVE VALUABLE ...			
	RARE MANUSCRIPTS DEPARTMENT	1	16.7
	PERMANENT EXHIBITS	3	50
	TEMPORARY EXHIBITS	4	66.6
DO YOU HAVE SPECIAL SECURITY FOR ...			
	REFERENCE BOOKS, PERIODICALS	1	16.7
	MANUSCRIPTS	1	16.7
	EXHIBITS	2	33.3
DO YOU HAVE A BOOK RECOVERY PLAN IN EVENT OF FIRE?		0	0
WHO HAS ACCESS TO SECURED BOOK STACKS?			
	CURATORS	3	50
	LIBRARIANS	5	83.5
	STUDENTS	4	66.6
	RESEARCHERS	4	16.7
	WRITERS	4	16.7
	OTHERS	3	50
DO YOU BELIEVE YOU HAVE AN EMPLOYEE THEFT PROBLEM THROUGH ...			
	PILFERAGE	0	0
	FORGERY	0	0
	OTHERS	0	0
HOW DO YOU RATE YOUR LOCK & KEY CONTROL SYSTEM?			
	STRICT	2	40
	MODERATE	2	40
	LOOSE	1	20
WHAT ARE YOUR BOOK RECOVERY PROCEDURES?			
	LIBRARY SECURITY	1	16.7
	CITY POLICE	0	0
	MAILED NOTICES	6	100
	TELEPHONE	0	0
	MESSENGER	0	0
	OTHERS	2	33.3
HOW DO YOU RATE OCCURRENCE OF ASSAULTS?			
	SERIOUS	0	0
	MODERATE	5	100
	NEGLIGIBLE	2	40
	NUMBER OF ASSAULTS IN YEAR	4	

WHAT ARE YOUR TOP SECURITY PROBLEMS?

BOOK THEFT	(3)	NON-RETURN OF BOOKS	(1)
NO FIRE ALARMS	(2)	THEFT OF LIBRARY/PERSONAL PROPERTY	(1)

WHAT WOULD YOU RECOMMEND TO IMPROVE LIBRARY SECURITY?

EXIT BOOK DETECTION	(2)	FIRE ALARM SYSTEM	(1)